



Utah Department of Environmental Quality

"Quality People for a Quality Environment"

Mission

The mission of the Department of Environmental Quality is to safeguard human health and quality of life by protecting and enhancing the environment.

Vision

A quality environment will be achieved through:

- * Careful, open, and fair consideration of the concerns of all Utahns;
- * Excellence in science, communications, and operations;
- * Timely, effective, and consistent response to all customers; and
- * Actively promoting pollution prevention.

Values

Quality of Life

We believe clean air, water and land are valuable resources and essential to Utah's quality of life and economy.

Integrity

We will have the courage to do what is right in all circumstances and to treat everyone fairly and consistently.

Commitment to People

Each and every individual inside and outside of the organization will be treated as a valued and important person. Individual growth and esteem is of vital importance. People will be recognized for their contributions and value.

Leadership

We will promote excellence in all that we do. Creative and innovative "win-win" solutions to problems and issues will be encouraged. Risk taking and change will be strongly promoted as the "norm."

Teamwork

We will consider every person within the Department to be part of our team. One person's success will be everyone's. Each person's responsibilities are recognized as a critical part of the overall efforts of the Department.

Service

We will provide quality service to all of our customers both internal and external. We will treat everyone courteously and responsively. Creativity and innovation will be fostered in serving our customers and responding to all concerns and requests.



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Operating Principles

- * Recognize issues and conflicts as opportunities to build relationships.
- * Focus on results instead of on a “set” process.
- * Know and respect your audience. Keep the message SIMPLE.
- * Recognize and understand the strengths and limits, the abilities and resources of the people with whom we work.
- * EMPATHIZE. Seek to understand before you are understood.
- * LISTEN, LEARN, AND ASK. What would you have us do?
- * Be creative in finding cost-effective, timely, workable solutions.
- * Fix the problem, not the blame.
- * Involve others to solve problems.
- * Partners share information, support, and accountability.
- * FOLLOW UP! FOLLOW THROUGH!
- * Recognize the needs of the people and the environment of Utah.